



Peripherals

IBM SurePoint Solution – Touch (IR) models

Sales reference guide

Summary

The IBM SurePoint™ Solution family includes a full range of flat-panel, full-color, point-of-sale (POS) displays with state-of-the-art infrared (IR) touch technology for more rapid, accurate transactions. Compatible with virtually any IBM POS system and most standard PC platforms, the SurePoint Solution offers a space-saving 12" screen or a versatile 15" screen for effective multimedia operator training, full-motion video advertising and interactive customer displays. Both sizes incorporate a liquid crystal display in a compact footprint, which helps retailers make the most of valuable counter space. Customers can also choose an Iron gray or Pearl white housing to coordinate the look of the SurePoint Solution with existing POS equipment. Additionally, these displays help enable three imperatives of retail on demand. Their high-quality video and sound help retailers visually transform the POS experience to satisfy and motivate shoppers, while touchscreen capabilities help improve training time, which reduces the high cost of training and empowers employees to improve their productivity.

Key messages

1. The IBM SurePoint Solution features advanced, durable IR touch technology

The next-generation IBM SurePoint Solution features IR touchscreen technology that offers a higher contrast ratio, reduced glare and wider viewing angle for improved screen visibility, even when positioned in brightly lit environments. Because IR's fixed optical alignment lasts throughout the life of the display, retailers can avoid time-consuming recalibrations. Best of all, the IBM SurePoint Solution's IR display doesn't require the plastic overlays necessary for resistive touchscreen models, which can become scratched, lose their attractiveness and eventually stop working.

2. The IBM SurePoint Solution features an easy-to-use, rugged design

Because convenience is critical to improving employee productivity, the IBM SurePoint Solution's IR touchscreen display enables personnel to complete transactions using a broad range of interaction tools – from a gloved finger to a credit card – while maintaining high levels of transaction accuracy and speed. Moreover, IBM conducts rigorous environmental tests – such as spill resistance and electrostatic discharge – to help extend the life of every IBM SurePoint display, even under harsh retail conditions.

3. The IBM SurePoint Solution can help reduce training costs

Retailers invest significant time and money getting new employees comfortable with POS systems. That's why the IBM SurePoint Solution is designed to help minimize training requirements. In addition to supporting prompt-based applications that help eliminate the need for keystroke memorization, these models provide exceptional video quality to speed multioperator and interactive training. This means retailers can take advantage of an increasing number of full-featured applications written specifically for touchscreen environments. Also, touchscreen displays can be adapted more easily to support multilingual environments.

4. The IBM SurePoint Solution is versatile and customizable

Both modular and scalable, the IBM SurePoint Solution lets retailers integrate additional peripherals – such as magnetic stripe readers (MSRs), keypads, pointing devices and key locks – for a convenient, unified POS package. Because the IBM SurePoint Solution features open-standards-based USB or serial connectivity, retailers can attach the display to most POS systems, leveraging the equipment they already have on hand. Depending on the system unit, the display can also serve as an operator interface, standalone advertising station or customer-facing display.

5. The IBM SurePoint Solution enables dynamic, engaging multimedia

All IBM SurePoint Solution models are suited for running attention-grabbing, multimedia applications. They support an optional speaker/microphone kit that enables retailers to record sound and maintain full audio support through the display. Plus, models with a 15" screen display offer a 1024x768 extended graphics array (XGA) resolution, which is ideal for high-powered video applications and supports up to 16.7 million colors for full-motion video with stunning display accuracy.

IBM SurePoint Solution

Features	Benefits	The retail on demand connection
Context-sensitive touchscreen display	Eliminates tedious keystroke memorization while accelerating transaction times	Transform the customer experience Enable your people
IR technology	Eliminates recalibration	Take out costs
Convenient interaction options	Accepts various modes of data input, including fingers, fingernails, stylus and credit cards	Enable your people
High contrast ratio, minimal glare and wide viewing angle	Improves screen visibility, even when positioned near large windows or in brightly lit environments	Transform the customer experience Enable your people
Choice of a 12" or 15" display	Accommodates retailers that need to save space as well as those that need high-impact video displays	Transform the customer experience Enable your people
Slim, compact design	Provides large viewing area in a small footprint, minimizing the barrier between operators and customers for an improved buying experience	Transform the customer experience Enable your people
Solid, retail-hardened construction	Protects electronics against extreme store environments including dust, dirt, liquid spills, humidity and electrostatic shock	Take out costs Operate with secure resilience
Hardware controls let users adjust brightness and secure preferences with a tamper-proof cover	Improves customizability for individual operators without reducing reliability	Enable your people Operate with secure resilience
180° rotational range enables usage for customer- or operator-facing applications	Enables retailers to transform inactive POS terminals into customer-facing kiosks Enables users to select the best viewing angle and prevents cables from getting twisted	Transform the customer experience Take out costs Enable your people
Stable mount fixtures offer a steady screen display with minimal movement	Improves ease of use, and increases transaction speed and accuracy by minimizing bounce	Enable your people
15" models can be integrated with an IBM SurePOS™ 700 Series system unit	Creates a more attractive, space-saving POS	Transform the customer experience
Flexible configurations	Integrates with various peripherals (MSRs, programmable keypads, pointing devices, key locks, speakers and microphones) so retailers can build the specific POS system they need	Transform the customer experience Enable your people
Energy-efficient design	Offers lower power consumption and less heat dissipation than standard cathode ray tube (CRT) displays for reduced utility bills and a more comfortable retail environment	Transform the customer experience Take out costs
High-brightness, active-matrix display compatible with up to 16.7 million colors	Supports full-motion video in multimedia applications with stunning visual display accuracy	Transform the customer experience Enable your people

IBM SurePoint Solution (continued)

Features	Benefits	The retail on demand connection
Multiple mounting options <ul style="list-style-type: none"> • Integrated • Distributed • Video Electronics Standards Association (VESA)-compliant 	Lets retailers place displays on terminals, pedestals, or walls	Transform the customer experience Take out costs
Available in Pearl white or Iron gray housing	Matches the look of new or existing POS equipment	Transform the customer experience
Wide tilt range	Promotes ergonomically correct viewing	Enable your people
Combined 32-key programmable keypad and integrated MSR (optional, available in Pearl white or Iron gray)	Enables fast card swiping and fast data entry all from the same location, improving ease of use and creating a unified POS appearance	Transform the customer experience Enable your people
Programmable, two-position key lock (optional)	Enhances managerial security	Operate with secure resilience
Pointing device (optional)	Thumb-operated, sealed pointing device enables users to use browser-based applications without a mouse	Take out costs Enable your people
Powered USB or powered RS-232 cables power IBM SurePoint Solution directly from an IBM POS system unit (select models only)	Eliminates extra cabling and power bricks	Transform the customer experience Take out costs Operate with secure resilience
Speaker/microphone kit	Supports multimedia applications	Transform the customer experience

Models overview

Model	Size	Color	Resolution	Backlight bulb	Power requirement	Availability
2WN	12.1"	Pearl white	800x600	Single	12W typical, 17W max	AG
2GN	12.1"	Iron gray	800x600	Single	12W typical, 17W max	AG
2WB	12.1"	Pearl white	800x600	Dual	15W typical, 20W max	AG, EMEA, AP
2GB	12.1"	Iron gray	800x600	Dual	15W typical, 20W max	AG, EMEA, AP
5WN	15"	Pearl white	1024x768	Dual	23W typical, 29W max	AG, EMEA, AP
5GN	15"	Iron gray	1024x768	Dual	23W typical, 29W max	AG, EMEA, AP

Specifications

Connectivity

Video interface	<ul style="list-style-type: none">• Analog
Touch interface	<ul style="list-style-type: none">• Powered USB• Standard USB• RS-232

Optional mounting features

Mounting stands	<ul style="list-style-type: none">• Integrated mounting stands: IBM SurePOS 700, IBM SurePOS 4694, IBM SurePOS 500 (second display)• Distributed mounting stands: weighted distributed base, short distributed mount, tall distributed mount• VESA-compliant adapter bracket
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Optional I/O devices

MSR	<ul style="list-style-type: none">• Three-track or JUCC
Manager key lock	<ul style="list-style-type: none">• Two-position programmable
Keypad/MSR	<ul style="list-style-type: none">• 32-key programmable keypad with MSR
Pointing device ¹	<ul style="list-style-type: none">• Thumb-operated, sealed pointing device

Physical dimensions and weight

Maximum dimensions (WxDxH)	<ul style="list-style-type: none">• 12": 321x53x269mm (12.6x2.1x10.6")• 15": 382x53x314mm (15x2.1x12.4")
MSR	<ul style="list-style-type: none">• Adds 1.7" (43 mm) to the width of the display
MSR and keypad	<ul style="list-style-type: none">• Adds 4.4" (112 mm) to the width of the display
Weight	<ul style="list-style-type: none">• 12": 4.8lbs/2.2kg• 15": 7.5lbs/3.4kg

Software

Operating systems supported ²	<ul style="list-style-type: none">• IBM 4690 OS V3R3 with CSD 04H0• IBM 4690 OS Tool Kit<ul style="list-style-type: none">– Astra– SureVision• Microsoft® Windows® 2000• Microsoft Windows XP• Microsoft Windows XP Embedded• IBM Retail Environment for SUSE LINUX• IBM PC DOS 2000
Drivers support	<ul style="list-style-type: none">• OPOS• JavaPOS™

Services

Warranty service ³	<ul style="list-style-type: none">• One year depot or onsite service
Technical support	<ul style="list-style-type: none">• 24x7 phone support (during warranty period)⁴ and Web-based help



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For a copy of the terms and conditions of IBM's Statement of Limited Warranty, please contact your IBM representative or authorized reseller.

¹ Available through special order on the 2GN, 2GB and 5GN models.

² An operating system is not included and can be purchased separately.

³ For a copy of the terms and conditions of IBM's Statement of Limited Warranty, please contact your IBM representative or authorized reseller.

⁴ Technical support response times may vary.